

Nick's Courier Inc. Uses ShipTrack for Delivery Visibility of Pharmaceuticals

Parcel Delivery Specialist with Large Distribution

Nick's Courier Inc. is a privately owned and operated Canadian Courier, Trucking and Logistics Company. Since the company's inception in 1993, Nick's Courier has built the most extensive coverage in Eastern Ontario where other carriers cannot compete and is providing a wide-range of delivery options to cater to their customer's needs.

The company originated providing medical courier services and has grown significantly over the years to include a high profile list of clientele. Nick's clients have come to rely upon the level of excellence and dedication to quality service that Nick's Courier provides. This dedication has built a significant level of trust, whether it is a stat call involving a medical delivery or an urgent document, their delivery always arrives at its destination on time.

Government Compliance Created Opportunity for Leadership

In addition to extensive experience in collecting and transporting medical specimens, the firm also provides delivery services for controlled pharmaceutical drugs. Government legislation and compliance regulates these services and companies could face substantial penalties and detailed audits that are costly in terms of resources and time, as well as, damaging to an organizations reputation. The firm saw an opportunity to leap frog the competition by anticipating increased government oversight of controlled drug distribution and decided to evaluate ShipTrack to provide an increased level of visibility, transparency and tracking.

ShipTrack Used for Track and Trace Regulator

Nick's Courier now leverages ShipTrack to document and track the movement and distribution of all of their deliveries. Drivers scan containers with the ShipTrack mobile app and then have pharmacy staff sign for each delivery maintaining the chain of custody. Each signature is captured against a watermark for increased security.

Since deploying ShipTrack for this application, the Nick's Courier management team has received accolades from the pharmaceutical manufacturer about the completeness and accessibility of the tracking documentation. Nick's Courier has also received comments from the federal regulator about how in the future, transportation firms will be required to provide similar tracking information and Nick's Courier is already well ahead of the new legislation.

"Now when we walk into a customer office and collect electronic signatures, it's like we are wearing tuxedos. Customers trust us a little bit more."

Nick Ibrahim - Owner of Nick's Courier Inc.



Highlights

- Eliminate Paper
- Increase Productivity
- Faster Delivery
- Improve Customer Satisfaction

About ShipTrack

ShipTrack is the leading logistics management platform that provides simple, paperless proof of delivery. Transportation carriers use ShipTrack to accelerate business growth, retailers are better able to serve their customers and online shoppers can conveniently track and manage deliveries. ShipTrack's mobile app for drivers simplifies load management and improves communications.

